Remote Visit Workflow

Scheduled Visits

- Does Patient meet the criteria for Video Visits?*
  - Yes
    - Schedule the visit using the 'TeleVisit' visit type on the provider schedule
  - No
    - Use 'PhoneVisit' visit type on provider schedule

CTMA merges Video Visit Template, obtains consent, verifies Meds/allergies, Smoking Status, CAGE, reason for the visit and ensures patients is signed on to portal or healow app

Patient logs in for the visit?
- Yes
  - Provider sees patient via video. Drop in the VIDEO Visit template
  - No
  - Visit status is marked as a 'no show'

CTMA merges PHONE Visit Template, obtains consent, verifies Meds/allergies, Smoking Status, CAGE and Reason for the visit and check patient out

Follow the Co-Visit Protocol involving the CTRN as appropriate

Patient picks up phone?
- Yes
  - Provider speaks with patient.
  - No
  - Mark visit status as 'Complete'

CTMA makes 2nd attempt

Patient picks up phone?
- Yes
  - Mark visit status as 'No Show' or reschedule visit
  - No
    - Use 'PhoneVisit' visit type on provider schedule

Telephone Encounter Flip Visits

- Telephone Encounter generated

Billable Visit?
- Yes
  - Is there room on the schedule for a visit?
    - Yes
      - Complete TE
    - No
      - Follow the Remote Scheduled Visits workflow

- No
  - Direct TE to provider per protocol. Change 'Assigned to' to the Provider

Follow the Co-Visit Protocol involving the CTRN as appropriate.

Provider drops in the PHONE Visit template in the Virtual TE, calls patient and charts visit.

Criteria for Video Visits:
- Private Space
- Healow App (preferred)
- Web Enabled

Criteria for Billable Visits:
- All visits/TEs that a provider can participate in, even for brief check-in

03/16/2020